

# Model Curriculum

## Assistant Spa Therapist

**SECTOR:** BEAUTY AND WELLNESS  
**SUB-SECTOR:** REJUVENATION  
**OCCUPATION:** SPA THERAPY  
**REFERENCE ID:** PWD/BWS/Q1001, V2.0  
**NSQF LEVEL:** 3

**Curriculum Aligned**  
**for**  
**Persons with Speech and Hearing Impairment**  
**E004**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

SKILL COUNCIL FOR PERSONS WITH DISABILITY (SCPwD)

for

**MODEL CURRICULUM – ALIGNED FOR PERSONS WITH DISABILITY**

Complying to National Occupational Standards of Job Role/ Qualification Pack:

**'Assistant Spa Therapist' QP No. 'PWD/BWS/Q1001 NSQF Level 3'**

Expository Code: **Speech and Hearing Impairment (E004, Version 1.0)**

Date of Issuance: March 11, 2019  
Valid up to\*: March 11, 2021

*\*Valid up to the next review date of the Qualification Pack or the  
'Valid up to' date mentioned above, whichever is earlier*



Authorized Signatory  
(Skill Council for Persons with Disability)

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# Assistant Spa Therapist

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Assistant Spa Therapist”, in the “Beauty and Wellness” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Assistant Spa Therapist</b>		
<b>Reference ID.</b>	PWD/BWS/Q1001, V2.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	11-03-2019
<b>Pre-requisites to Training</b>	Class VIII Pass		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Select and set up the suitable equipment for spa therapy adhering to health, safety and hygiene requirements.</li> <li>• Explain treatment procedure to the client while providing information about oils and creams used during treatment.</li> <li>• Prepare massage oil or cream and other equipment.</li> <li>• Assist the Spa Therapist to conduct the therapy to the satisfaction of the guest in a commercially acceptable time.</li> <li>• Assist the Spa Therapist to record the therapy accurately and store information securely in line with the organization’s policies.</li> <li>• Adhere to the health and safety standards laid out by the manufacturer and organization.</li> <li>• Maintain first aid kit and keep oneself updated on the first aid procedures</li> <li>• Maintain good appearance and behaviour</li> <li>• Execute tasks as per organization’s standards</li> <li>• Communicate and record the information</li> </ul>		

This course encompasses with 4 out of 4 National Occupation NOS of Assistant Spa Therapist Qualification Pack issued by Beauty and Wellness Sector Skill Council. The curriculum is aligned by Skill Council for Persons with Disability for Persons with Speech and Hearing Impairment.

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
1.	<p><b>Communication and fluency in ISL</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Code</b> Bridge Module (PwD)</p>	<ul style="list-style-type: none"> <li>Identify features of Indian Sign Language</li> <li>Use finger spelling</li> <li>Identify 100 signs in ISL essential for communication such as greetings and sharing information about self and others.</li> <li>Demonstrate numbers and currency in ISL</li> <li>Demonstrate using sign language:               <ul style="list-style-type: none"> <li>Objective of the training</li> <li>Tools and technology required for training.</li> </ul> </li> </ul>	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul>
2.	<p><b>Foundation Course in English</b></p> <p><b>Theory Duration</b> (hh:mm) 25:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Code</b> Bridge Module (PwD)</p>	<ul style="list-style-type: none"> <li>Identify different parts of a sentence</li> <li>Identify minimum 500 English words to build vocabulary</li> <li>Construct short English sentences (maximum 6 words per sentences).</li> <li>Use written communication to express feelings, concerns and queries.</li> <li>Describe themselves using 10 short sentences</li> </ul>	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul>
3.	<p><b>Understanding Self and Environment</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module (PwD)</p>	<ul style="list-style-type: none"> <li>Demonstrate social etiquette towards seniors &amp; colleagues</li> <li>Complete the task assigned in its designated time</li> <li>Identify the professional skills and weaknesses</li> <li>Identify ways to reduce stress.</li> <li>Distinguish sympathy from empathy</li> <li>Identify the characteristics of a good worker</li> <li>Identify and recommend ways to improve work</li> </ul>	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
		<ul style="list-style-type: none"> <li>Distinguish individual task from a group task.</li> <li>Identify the designated person to seek assistance from in case of an emergency</li> </ul>		
4.	<p><b>Work related training</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module (PwD)</p>	<ul style="list-style-type: none"> <li>List 40-50 words associated with the relevant sector.</li> <li>Comply to the HR policy and rules</li> <li>Identify different positions in the organizational structures.</li> <li>Identify the right attire suitable for the workplace</li> </ul>	LCD TV, Visual curricula, computer and White board	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul>
5.	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding Nos Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>Identify the career opportunities and working methods within the beauty &amp; wellness sector</li> <li>Identify and list the various spa services</li> </ul>	<ul style="list-style-type: none"> <li>Handbook,</li> <li>Pen,</li> <li>Pencil,</li> <li>Marker,</li> <li>Whiteboard etc.</li> </ul>	<p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul> <p>Requirement on the basis of mode of teaching:</p> <ul style="list-style-type: none"> <li>Oral: Indian Sign Language (ISL) Interpreter will be able to facilitate the communication.</li> <li>Written: Make sure that the language of the text is simple and easy to understand.</li> <li>Using a Projector: Make sure that the video is well captioned.</li> </ul>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
				<ul style="list-style-type: none"> <li>On a White Board: The trainer should not write on the board while speaking else the Person with Hearing Impairment won't be able to lip read.</li> <li>Self-Learning Material: The Person with Hearing Impairment can also refer to the SLMs prepared in the form of videos by SCPwD for skill training such candidates.</li> </ul>
6.	<p><b>Prepare and maintain work area</b></p> <p><b>Theory Duration</b> (hh:mm) 01:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N9001</p>	<ul style="list-style-type: none"> <li>Ensure the environmental conditions required for carrying out services and importance of maintaining these Conditions: Air, light, space, temperature, sound, cleanliness, etc.</li> <li>Explain types of products, materials and equipment required to sterilize and disinfect equipment/tools</li> <li>Follow the manufacturer's instructions related to equipment and product used for cleaning</li> <li>Identify risks to customer privacy and modesty and take actions (precautions) to maintain the same in the salon</li> <li>Maintain accurate records of services, clients and product usage (inventory)</li> <li>Identify ways to dispose of waste correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Treatment Couch,</li> <li>Trolley,</li> <li>Steam Room or Steam Cabinet,</li> <li>Sauna,</li> <li>Hydrotherapy Showers,</li> <li>Wrapping Materials (Fabric, Foils, Plastics),</li> <li>Professional Stone,</li> <li>Heater,</li> <li>Treatment Stones,</li> <li>Cooling Systems,</li> <li>Herbal Compresses Linen,</li> <li>Couch Roll,</li> <li>Tissues,</li> <li>Bin Gown</li> <li>Slippers,</li> <li>Disposable Briefs,</li> <li>Headband,</li> <li>Towels,</li> <li>Spatulas,</li> <li>Brushes Thermal Blanket,</li> <li>Bandages,</li> <li>Thin Mattress (Thai or Shiatsu) Pillows,</li> </ul>	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul> <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5.</p> <p>The room should be well lit and the Person with Speech and Hearing Impairment should be given a front seat where they can view the trainer and interpreter easily.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
			<ul style="list-style-type: none"> <li>• Thai Massage Suit</li> </ul>	
7.	<p><b>Carry Out Simple Spa Services and Assistive Tasks for Advanced Spa Services</b></p> <p><b>Theory Duration</b> (hh:mm) 41:00</p> <p><b>Practical Duration</b> (hh:mm) 220:00</p> <p><b>Corresponding NOS Code</b> BWS/N1001</p>	<ul style="list-style-type: none"> <li>• Structure of skin for different client groups</li> <li>• Identify basic ailments, contraindications, contractions, service plans</li> <li>• Perform basic spa therapy techniques (range of body massages, wraps etc.)</li> <li>• Use various types of warps like foil, plastic, fabric; as per the requirement of the client</li> <li>• Apply different massages like Indian head massage, Lomi Lomi/ Hawaiian massage, lymphatic drainage massage, neuromuscular technique (NMT), Thai massage, etc.</li> <li>• Use various massage techniques: Effleurage, petrissage, tapotement, friction, vibratio</li> <li>• Explain different varieties of rejuvenation products</li> <li>• Identify the products for different types of skin</li> <li>• Apply the products based on the skin types</li> <li>• Use exfoliation techniques including applying and removing products and wraps</li> <li>• Carry out foot ritual</li> <li>• Identify the procedure for dry brushing</li> <li>• Store the products, tools and equipment properly</li> <li>• Identify the contra-indication and contractions for various spa services</li> <li>• Perform actions to be taken for various contra indications and actions</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Kit,</li> <li>• Fire Extinguishers Sterilizers,</li> <li>• Hot Cabinets, Waste Disposal Bins,</li> <li>• Back Massage Chair,</li> <li>• Facial Steamer with Ozone,</li> <li>• Foot Ladder,</li> <li>• Hair Dryer (Hand Held),</li> <li>• Manicure Bowl,</li> <li>• Manicure Chair,</li> <li>• Manicure/ Pedicure Set (Cutters, Filers, Cleaners,</li> <li>• Cuticle Pushers,</li> <li>• Nail Brush,</li> <li>• Pumice Stone, Wooden &amp; Steel Scraper etc.)</li> <li>• Manicure / Pedicure Station</li> <li>• Pedicure Stool</li> <li>• Thai Massage Mat,</li> <li>• Wax Heater,</li> <li>• Wooden Trolley,</li> <li>• Yoga Mats</li> </ul>	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>• Assistive Aid/Service</li> <li>• Ai-Live</li> <li>• Captions First</li> <li>• Captions 2020</li> <li>• Closed Capp</li> <li>• Let's Talk</li> </ul> <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5.</p> <p>The orientation to the various types of equipment's should be practically demonstrated to the candidate.</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
8	<p><b>Maintain health and safety of work area</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N9002</p>	<ul style="list-style-type: none"> <li>Identify the contra-indications related to spa treatments</li> <li>Explain the process and products to sterilize and disinfect equipment/tools</li> <li>Maintain a hygienic and safe work area</li> <li>Develop appropriate procedures and policies to address the risk.</li> <li>Dispose the wastes properly</li> </ul>	<ul style="list-style-type: none"> <li>First Aid Kit,</li> <li>Fire Extinguisher</li> <li>Sterilizers,</li> <li>Hot Cabinets,</li> <li>Waste Disposal Bins</li> </ul>	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul> <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5. The orientation to the various types of equipment's should be practically demonstrated to the candidate.</p>
9.	<p><b>Create a positive impression at work area</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N9003</p>	<ul style="list-style-type: none"> <li>Maintain personal grooming</li> <li>Carry out procedures in accordance to organizations standards</li> <li>Maintain client and treatment records</li> <li>Demonstrate verbal and non-verbal cues while dealing with clients from different cultural, religious backgrounds, age, disabilities and gender</li> <li>Maintain different formats on which information is to be recorded</li> <li>Analyze the importance to maintain security and confidentiality of information</li> <li>Carry out different kinds of communication equipment (email, phone etc.) available and their effective use</li> </ul>	<ul style="list-style-type: none"> <li>Data Projector,</li> <li>Laptop,</li> <li>Computer,</li> <li>Speaker,</li> <li>Projection Screen,</li> <li>Whiteboard and Whiteboard Markers,</li> <li>Duster,</li> <li>Note Book,</li> <li>Pen,</li> <li>Pencil.</li> </ul>	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> </ul> <p>Indian Sign Language (ISL) Interpreter is mandatory for both theory and practical sessions.</p> <p>The requirements on the basis of teaching methodology have been stated in Module 5. The orientation to the various types of equipment's should be practically demonstrated to the candidate.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for Each NOS
		<ul style="list-style-type: none"> <li>Identify selling/ influencing techniques to provide additional services/products to clients</li> </ul>		
	<p><b>Total Duration</b></p> <p><b>Theory Duration 50:00+ 60:00 hours (Additional hours for Persons with Speech and Hearing Impairment)</b></p> <p><b>Practical Duration 250:00+ 30:00 hours (Additional hours for Persons with Speech and Hearing Impairment)</b></p>	<p><b>Unique Equipment Required:</b></p> <p>Treatment Couch, Trolley, Steam Room or Steam Cabinet, Sauna, Hydrotherapy, Showers, Wrapping Materials (Fabric, Foils, Plastics), Professional Stone Heater, Treatment Stones, Cooling Systems, Herbal Compresses, Linen, Couch Roll, Tissues, Gown Slippers, Disposable Briefs, Headband, Spatulas, Brushes, Thermal Blanket, Bandages, Thin Mattress, Pillows, Thai Massage Suit, First Aid Kit, Fire Extinguishers, Sterilizers, Hot Cabinets, Waste Disposal Bins, etc</p>		

**Grand Total Course Duration: 390 Hours 0 Minutes**  
*(This syllabus/ curriculum has been approved by Beauty & Wellness Sector Skill Council)*

**Trainer Prerequisites for Job role: “Assistant Spa Therapist” mapped to Qualification Pack: PWD/BWS/Q1001**

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above in accordance with the Qualification Pack “ <u>PWD/BWS/Q1001, V 2.0</u> ”  <b>The Sign Language Interpreter for Persons with Speech and Hearing Impairment</b> should be fluent in ISL, have necessary knowledge, skill and competencies to teach using ISL to Deaf persons who have nil to varying educational qualifications. This could either be a Hearing resource or a Deaf Person
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.  <b>Sign Language Interpreter</b> should have necessary patience, empathy and sensitivity towards Persons with Speech and Hearing Impairment and should also be proficient in ISL
3	<b>Minimum Educational Qualifications</b>	Class VIII pass
4a	<b>Domain Certification</b>	Certified for Job Role: “Assistant Spa Therapist” mapped to “QP: <u>BWS/Q1001, V 2.0</u> ” issued by Beauty & Wellness Sector Skill Council. Minimum accepted score is 70%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “ <u>MEP/Q2601</u> ” with scoring of minimum 80%.
4c	<b>Disability specific Top Up module (SHI)</b>	The Inclusive Trainer should be certified in Disability Orientation and Sensitization /Disability Specific Top Up training for Speech and Hearing Impairment conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.
4d	<b>Specific Requirement for persons with Speech and Hearing Impairment</b>	The Indian Sign Language Interpreter should be mandatory during the training, counselling and placement of Persons with Speech and Hearing Impairment. A Certification by Indian Sign Language Research and Training Centre (ISLRTC) or Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan) (AYJNISHD(D)) will be desirable.
5	<b>Experience</b>	NA  For Sign Language Interpreter 2/3 Years of experience in their own field of training will be desirable

## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role:** Assistant Spa Therapist

**Qualification Pack:** PWD/BWS/Q1001

**Expository:** Speech and Hearing Impairment (E004)

**Skill Council:** Skill Council for Persons with Disability and Beauty & Wellness

### Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on this criteria
6. To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
<b>BWS/N9001</b> <b>Prepare and maintain work area</b>	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6

			100	21	79
<b>BWS/N1001</b> <b>Carry out simple spa services and assistive tasks for advanced spa services</b>	PC1.check and prepare the service area is prepared as per Spa therapist's requirement for service and organisational standards	100	4	1	3
	PC2.ensure all equipment is safe for use, clean and prepared as per service requirement		3	0	3
	PC3.arrange tools, products and other materials that are safe and fit for the purpose based on the guidelines		3	0.5	2.5
	PC4.prepare massage oil or cream and other equipment for spa services as per manufacturer's guidelines		4	1	3
	PC5.prepare the post care product tray		4	1	3
	PC6.greet the client, and ensure the client is comfortable		3	0.5	2.5
	PC7.identify any contra indications on client, if any that may restrict services, act according to organisational standards to address these, verify with the supervisor where required		3	1	2
	PC8.provide the client appropriate materials in preparation for service procedures		3	1	2
	PC9.guide the client to the service area safely and politely		4	1	3
	PC10.perform foot ritual including foot cleaning, disinfecting and wiping		5	1	4
	PC11.position self and client in a manner, to ensure privacy, comfort and wellbeing, throughout the service		3	0.5	2.5
	PC12.explain accurately the service procedure and provide information about products used (oils and creams) to the customer, prior to service		5	1.5	3.5
	PC13.provide correct products, tools, materials and other items to the spa therapist as required during the service		3	1	2
	PC14.take precautions and work in a manner to maintain guest privacy and modesty during the service		3	1	2
	PC15.prepare the service area for exfoliations services		3	0.5	2.5
	PC16.carry out exfoliation services under supervision of the massager (masseuse) using various wrap materials		4	1	3
	PC17.carry out dry brushing		3	0.5	2.5
	PC18.apply mask and body wrap, remove without making the area messy		3	0.5	2.5
	PC19.ensure client is not left unattended at any stage		3	0.5	2.5

	PC20. identify contra-actions and necessary subsequent actions		3	1	2
	PC21. robe the client and guide for bathing and other services		3	0.5	2.5
	PC22. accurately record the therapy details and store information securely in line with the organization's policies		3	0.5	2.5
	PC23. shut down equipment safely, and as per manufacturer's instructions		3	1	2
	PC24. ensure work area is left clean, post service		3	0	3
	PC25. dispose waste materials safely and hygienically as per organisational standards		3	0	3
	PC26. adhere to the health and safety standards laid out by the manufacturer and organization		3	1	2
	PC27. record details of the procedure accurately as per organisational policy and approved practice		4	2	2
	PC28. store information securely in line with the salon's policies		3	1	2
	PC29. ask questions to check with the client their satisfaction with the finished result		3	1	2
	PC30. thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		3	1	2
			100	24	76
<b>BWS/N9002 Maintain health and safety at the workplace</b>	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9

	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
			100	27	73
<b>BWS/N9003</b> <b>Create a positive impression at the workplace</b>	PC1.maintain good health and personal hygiene	100	5	1	4
	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4.stay free from intoxicants while on duty		4	0.5	3.5
	PC5.wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5
	PC6.take appropriate and approved actions in line with instructions and guidelines		5	1.5	3.5
	PC7.record details related to tasks, as per procedure		5	3	2
	PC8.participate in workplace activities as a part of the larger team		7	2	5
	PC9.report to supervisor immediately in case there are any work issues		5	1	4
	PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender		6	1.5	4.5
	PC11.communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines		6	1	5
	PC12.communicate role related information to stakeholders in a polite manner and resolve queries, if any		7	2	5
	PC13.assist and guide clients to services or products based on their needs		6	2	4
	PC14.report and record instances of aggressive/ unruly behavior and seek assistance		5	2	3
	PC15.use communication equipment (phone, email etc.) as mandated by your organization		6	3	3
	PC16.carry out routine documentation legibly and accurately in the desired format		7	3	4
	PC17.file routine reports and feedback		5	2	3
	PC18.maintain confidentiality of information, as required in the role		6	2	4
			100	30	70

## **Accommodation Guidelines recommended for Inclusive Trainers**

### **Persons with Speech and Hearing Impairment**

#### **Characteristics**

- Use other senses as mediums of learning. (Use gestures, body language, expressions, lip reading etc.)
- Use adapted material such as visual or sight vocabulary to provide first-hand experience.
- Use assistive devices such as hearing aid, loop system etc.
- Teach how to access sound-based information.

#### **Guidelines for Trainers**

- Make sure you are aware of the learners' language abilities and preferred learning style to ensure inclusion into the group.
- When you have a student with SHI in the group, reduce background noise or, request for a classroom that is away from noise. Make sure you have the whole group's attention before starting the session.
- Allow SHI students to sit where they wish. SHI students who can read the lip should sit near the front. (Optimum distance for lip-reading is considered to be about 6 feet.)
- Face the SHI student when speaking.
- Use clear speech.
- Make sure the room is well lit to allow the student with SHI to see your facial expression, signing and/or lip read.
- Use assistive device where available, to facilitate teaching-learning in the classroom.
- Arrange the classroom so that students can see each other, e.g., organizing the class in a circle or semicircle allows all students to see each other.
- Use shorter sentences, clearer speech.
- Associate words with real objects, pictures; for example, the colour concept
- Use pictures (flash cards), real objects, real experiences, dramatization, and activities.
- You can write key points on the board or chart.
- Encourage other people or staff to develop communication strategies so that they can get into the style of students with SHI